

Flow Crew Leader

Reports to: POD Manager

Supervises: Flow Specialists

Job Summary: The Flow Crew Leader is responsible for overseeing the safe and efficient movement of the public in and out of the POD. Since the Flow Crew interfaces directly with the public, the Flow Crew Leader must ensure that the crew is prepared to disseminate accurate and timely information to the public about operating hours and commodity allocations. The Flow Crew Leader is also responsible for counting the number of pedestrians/vehicles visiting the POD.

START OF SHIFT

- Sign in on the Check-In / Check-Out Log and put on your ID.

- Receive a transition briefing from the outgoing Flow Crew Leader:
 - Ensure that information given to the public during a previous shift remains consistent. If the information given to the public changes from one operational period to the next, it is essential that the Flow Crew Leader knows when different messages went out in order to anticipate the public reaction.
 - Take possession of any equipment/supplies from the outgoing Flow Crew Leader.

- Attend the shift briefing:
 - Identify any ongoing issues or changes in POD procedure.
 - Issue PPE and IDs to crew.

- Hold a Flow Crew briefing and issue staff assignments. Refer to guidelines *B-15: Staff Briefing* (page 114), *B-17: Staff Safety* (page 118), *B-12: Site Signage* (page 106), and *B-18: Traffic Control* (page 122).

DURING THE SHIFT

- Position personnel strategically around the POD site to ensure an orderly progression through the POD. Follow the guidance in **Run a POD** (page 29).

- Manage the line through the POD and enforce all guidelines. Do not allow your crew to show favoritism or make exceptions for any member of the public.

- Disseminate information to the public on a regular basis, including POD hours of operation and per person rations.

- Make sure the public understands all POD rules and the consequences of breaking them.

- Count the number of pedestrians or vehicles receiving commodities and report this number at the end of each operational period.

- Oversee the flow of the public through the entrance, the distribution point, and the POD exit:
 - Work with the Loading/Ration Point Crew Leader to move the public through the POD as quickly as possible.
 - Work with the Security/Law Enforcement Supervisor to ensure the safe and secure movement of the public through the POD.

- Ensure that all staff members are given adequate break/rest time. Refer to *Guideline B-14: Staff Breaks and Feeding* (page 111).

END OF SHIFT

- Report any updates on flow operations and the number of pedestrians or vehicles receiving commodities to the POD Manager.

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- Debrief and collect equipment and supplies from your crew. Refer to *Guideline B-16: Staff Debriefing* (page 116).
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- Brief the incoming Flow Crew Leader on current operations, including all information that was given to the public during your operational period, and transition any equipment and supplies.
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- Verify the start time of your next assigned shift.
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- Sign out.
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Qualifications

- At sites with a large non-English speaking population, the ability to speak the local language(s) is preferred.
 - At vehicle-based sites, experience with traffic control is preferred.
 - Able to stand for long periods of time.
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